

# Comparisons of Job Characteristics

**Focus Occupation:** Dispatchers, Except Police, Fire, and Ambulance (43-5032)

**Associated Occupation:** Police, Fire, and Ambulance Dispatchers (43-5031)

Compare Knowledge

Compare Skills

Compare Abilities

Compare Detailed Work Activities

Compare Tools and Technologies

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 63

**Focus Occupation:** Dispatchers, Except Police, Fire, and Ambulance (43-5032)

**Associated Occupation:** Police, Fire, and Ambulance Dispatchers (43-5031)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Customer and Personal Service	11.3	22.2	14.9	<<	Extensive education and/or training may be required
Telecommunications	3.9	15.2	2.0	<<	Extensive education and/or training may be required
Clerical	7.3	14.4	7.3	<<	Extensive education and/or training may be required
Public Safety and Security	6.9	14.2	8.7	<<	Extensive education and/or training may be required
Law and Government	5.9	12.0	6.5	<<	Extensive education and/or training may be required
Psychology	6.4	10.4	6.3	<<	Extensive education and/or training may be required
Communications and Media	5.3	9.8	3.0	<<	Extensive education and/or training may be required
Geography	3.9	8.4	7.3	<	Expanded education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 94

**Focus Occupation:** Dispatchers, Except Police, Fire, and Ambulance (43-5032)

**Associated Occupation:** Police, Fire, and Ambulance Dispatchers (43-5031)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Active Listening	11.0	14.4	14.1	0	Current skill level may be sufficient
Speaking	10.8	13.1	13.4	0	Current skill level may be sufficient
Coordination	9.1	10.8	12.2	>	Skill level is likely sufficient

Social Perceptiveness	9.1	10.8	9.6	<	A higher skill level may be required
Service Orientation	7.9	10.3	10.0	0	Current skill level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 94			
Focus Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032) Associated Occupation: Police, Fire, and Ambulance Dispatchers (43-5031)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Speech Recognition	9.9	15.7	12.4	<<	Extensive improvement in abilities may be required
Speech Clarity	10.2	14.0	13.0	0	Current ability level may be sufficient
Selective Attention	8.7	13.3	10.0	<<	Extensive improvement in abilities may be required
Information Ordering	9.9	12.4	10.0	<	Some improvement in abilities may be required
Perceptual Speed	7.4	10.1	8.0	<	Some improvement in abilities may be required
Time Sharing	6.6	9.4	7.5	<	Some improvement in abilities may be required
Speed of Closure	5.9	8.6	7.1	<	Some improvement in abilities may be required
Memorization	5.6	8.1	7.3	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 79
<b>Focus Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)</b> <b>Associated Occupation: Police, Fire, and Ambulance Dispatchers (43-5031)</b>		
Work Activities	Exclusivity of Activity	
Evaluate importance of incoming telephone calls	92	
Maintain telephone logs	74	
Make decisions	24	
Prepare reports	8	
Read maps	42	
Relay information to proper officials	82	
Take messages	68	
Use computers to enter, access or retrieve data	3	
Use local or regional geographical knowledge to transportation	70	
Use telephone communication techniques	62	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus  
Occupation to Associated  
Occupation: 81

**Focus Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)**

**Associated Occupation: Police, Fire, and Ambulance Dispatchers (43-5031)**

Tools and Technologies	Exclusivity
Business function specific software	1
Call management systems or accessories	19
Computers	1
Content authoring and editing software	1
Data management and query software	1
Network applications software	1
Personal communication devices	2
Teletype equipment	70

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.